

St. Louis COMPUTING

Vol. 11 No. 8

A Business-To-Business Computing Magazine

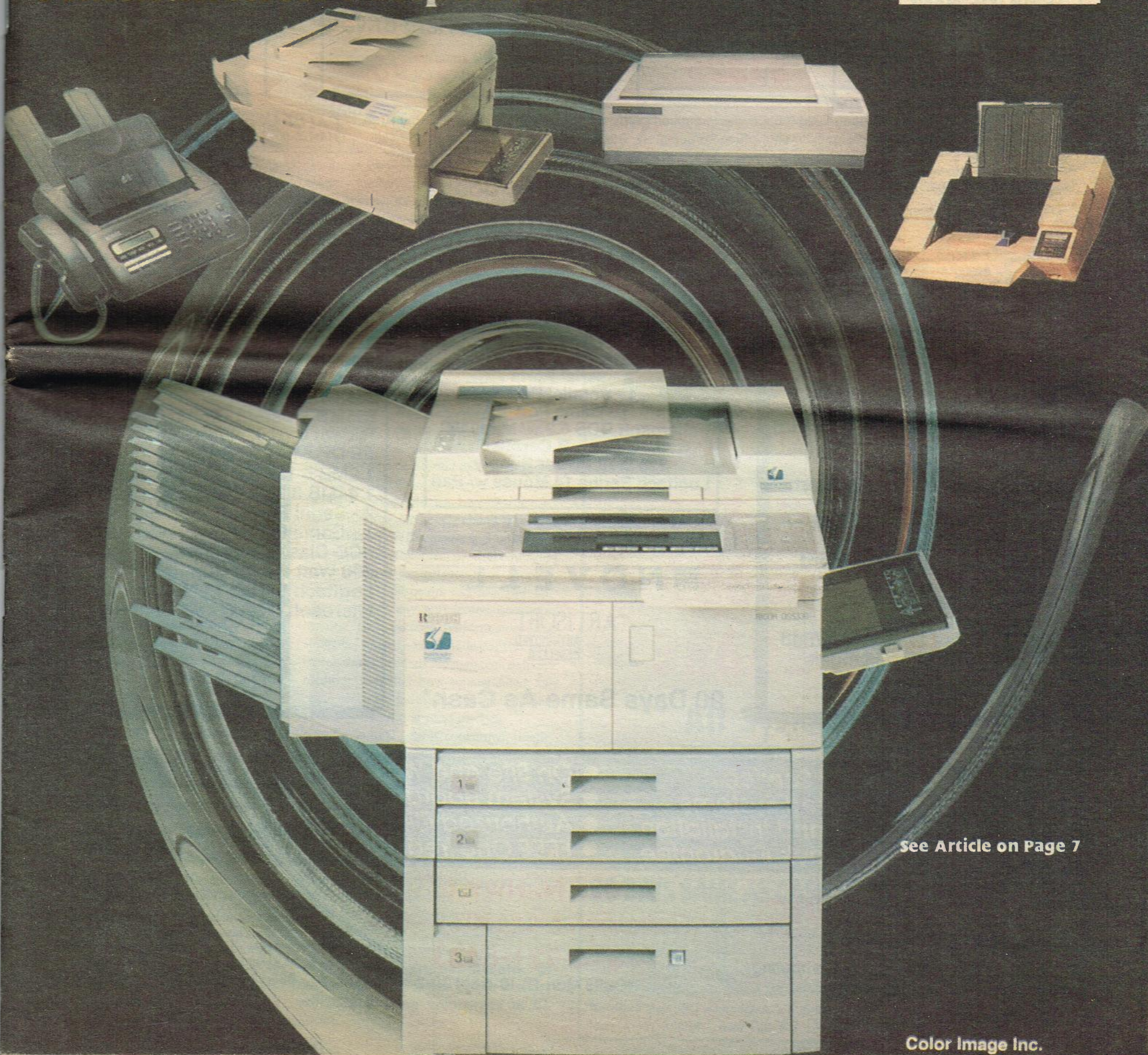
January 1994

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Computer Training in 1993

By Chuck Eisenberg

The October 1993, issue of *Training Magazine* included a comprehensive analysis of corporate training trends and practices for the year 1993 (Note: Fourth quarter statistics are projected based on data gathered for the first nine months of the year). The most noteworthy conclusion that came out of all the facts and figures is that most organizations have gotten very serious about employee development, with training budgets posting their largest increase in five years.

And the gains are significant! The previous annual record for spending on corporate education was set in 1990 at \$45.5 billion. This year, the projected amount that is expected to be spent will reach \$48.2 billion, an increase of 6%. On average, larger organizations will spend 7% more, compared to 1992, on formal training for their people. Surprisingly, they plan to train 15% more people, (so apparently instructional delivery methods are expected to be more cost-effective). The biggest growth area is in trainer salaries, which jumped 9%; however, this appears to be the result of hiring more trainers rather than granting large salary increases to existing staff.

1993 also posted a shift in the job functions that are receiving the greatest amount of training. Previously, salespeople got the most hours of instruction but that has changed. This year, professionals were tied with first-line supervisors at the top of the list. Salespeople were third, followed by middle managers, senior managers, executives, production workers, customer-service people, and administrative employees. Professionals and first-line managers received an average of 36 hours of training during the year compared to 20 hours for administrative staff. Production workers accounted for the greatest amount of instruction because there are so many people in this group.

The survey did not identify the reasons for this year's increase in training expenditures. Perhaps it has to do with all the rhetoric about job training during the presidential campaign, or maybe the '90s corporate policy of "lean and mean" staffing has caused management to seek significant gains in productivity in spite of personnel reductions. Regardless of the reasons, this is a welcome sign compared to the anemic training budgets of the last few years. Why? Because effective training is a "win-win" proposition for everyone in an organization. Management gets a boost in staff productivity and morale, while employees develop new or improved skills, as well as a sense of security for their position within the company.

In addition, good training can literally pay for itself in a matter of months by increasing productivity, expediting procedures, lessening errors, etc. Not many other business investments can produce the same results...with little or no risk.

The survey categorized all the types of training provided by organizations into 44 groups covering just about every imaginable topic. A small sample of the various types of training include such important

areas as product knowledge, quality improvement, problem solving, safety, new employee orientation, planning, and management skills. The single category of training that was supplied to the greatest number of people was basic computer and applications skills. Like it or not, information technology is showing up in almost every business environment. The exponential growth in the number of personal computers has led to an equally explosive increase in the need for computer training. Every department and every organizational level is involved, from clerical workers to executives, from the sales office to the factory. Over the last two years, this category of training has posted a twelve-point jump.

The survey also detailed the various instructional methods that were used to deliver all of this training. The most popular methods: Videotapes (95%), Lectures/Instructor-led Training (93%), and One-on-One Instruction (76%), maintain the same positions they posted in 1992. Other frequently used methods, listed in descending order, include Role Playing, Games/Simulations, Computer-based Training, Audiotapes, Case Studies, Slides, Films, and Noncomputerized Self-Study Programs. Emerging technologies are beginning to be used through Interactive Video, Multimedia, and Video and Computer Conferencing.

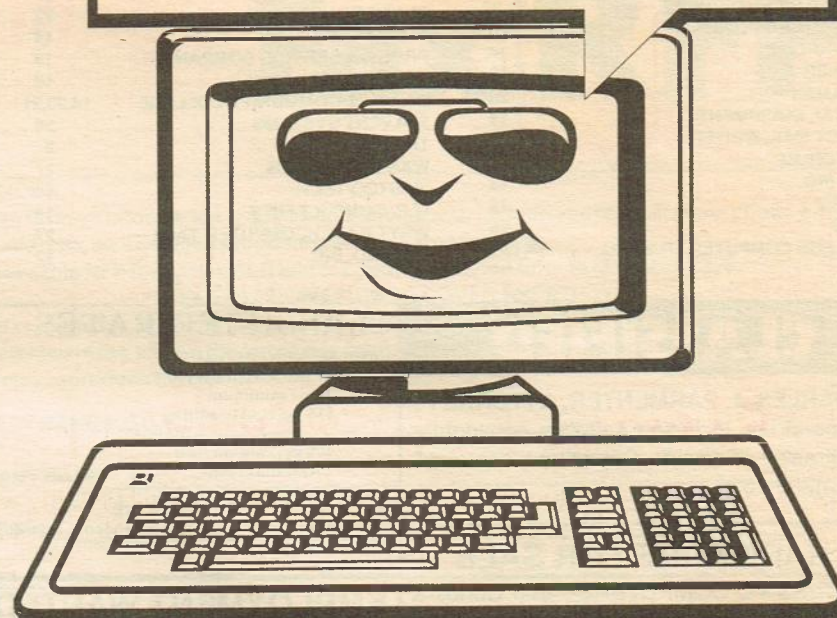
The continued dominance of Videotapes and Lectures/Instructor-led training is no surprise. The popularity of each method is well established, but the reasons for their wide-spread usage are very different. The primary reason for the success of videotapes is economy. They are generally affordable and may be used repeatedly with no additional investment beyond the initial cost of the materials. The technology is also readily available and easy to use. Lectures/Instructor-led training, on the other hand, offers the greatest level of effectiveness. Studies have shown that no other form of adult education is as effective as instructor-led training. Experienced instructors can motivate students, answer any anticipated questions, monitor each person's performance, keep students focused, and provide positive reinforcement as needed. No high tech delivery method, no matter how sophisticated, can come close to delivering the instructional effectiveness of one good teacher.

As far as next year is concerned, predictions for '94 seem to be conservative. Almost half the companies surveyed said their budgets for next year will likely remain unchanged. But who knows for sure. As one of the training managers who was surveyed noted, "Training goes in cycles, and I think there's a cycle right now where there's a lot more emphasis being placed by companies on training the work force."

I for one hope she's right.

Chuck Eisenberg is director of marketing for PPI, one of the leading software training companies in St. Louis.

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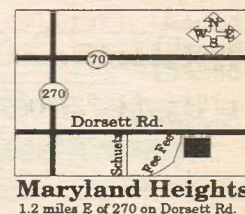
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IN BRIEF

Grate Microsystems Provides New Service

Grate Microsystems, a professional computer services company, has announced that it is providing a computer cleaning and diagnostic checkup service.

"This new service is an extension of our Operation: Disaster Recovery program and will enhance our current operations in the field," said Rick H. Blase, president of Grate Microsystems. "We have continued to find our clients suffering from computer failures due to lack of preventive maintenance. In some cases, computer systems have been found not to have been cleaned since they were purchased over four years ago. In other cases, we have found screens and keyboards that are so dirty as to be illegible. Computer systems should be cleaned at least every six months. Tower systems or computers placed on the floor and computers in dusty environments are the most susceptible to failure from dirt. Tape drive errors, floppy diskette failures, and intermittent system crashes are indications that there may be an environmental problem."

The new service is available by appointment. Grate Microsystems will be utilizing Operation: Disaster Recovery teams for the larger cleaning projects and regular field support personnel for smaller insititutions. The service can be scheduled for after hours and on weekends for those companies who need their systems operational during business hours. The service includes complete disassembly and cleaning, external cleaning, diagnostic testing, and virus scanning.

"In the past few months, we have had three customers exposed to computer viruses," Blase said. "As a matter of policy, we now scan all systems we come in contact with. Computer viruses are everyone's responsibility."

Interested parties may contact Grate Microsystems at (314) 942-2247 for rates and availability.

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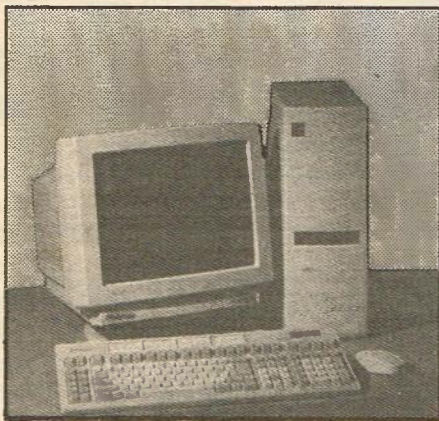
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User Manuals: How to Increase Their Effectiveness

By Linda Gallagher

As most computer users know, software and hardware manuals can be either the most helpful documents around or the most useless. Unfortunately, user manuals are frequently the latter, causing endless frustration to those who seek information. With a little bit of effort, however, you can turn a poor user manual into a good one.

Good system documentation has a few basic characteristics: it's easy to read, easy to understand, and easy to access. These sound so obvious and logical that you may be wondering to yourself, "What's the big deal?" Anyone can achieve those goals. The big deal is that it is harder than you may think.

When writing documentation (any type of documentation: computer manuals, personnel practices, equipment maintenance instructions, etc.), you must be aware of many factors before you begin writing. For example, you need to know who will use the documentation, how knowledgeable the users are, whether different groups of users have different needs, and where the product will be used; i.e., in an office or in the field. You need to explore and define each of these areas during the planning process. Yes, documentation should be **planned**, not just thrown together at the last minute to meet a deadline.

Ideally, you should begin the planning when the product or system itself is being planned. If you involve the documentation writers at the outset, you gain several benefits. Experienced technical writers often have good ideas regarding system design, especially the user interface. Documenters can act as a liaison between users (for an internally developed system) or customer support staff (for a commercial product) and the development team. This ensures that the user's perspective is considered during development. If involved up front, the writer can better understand the system, making it easier to plan and write the documentation needed.

Planning includes deciding the form the documentation will take. User information may take more than one form; e.g., online

help, hard copy manuals, quick reference guides, and keyboard templates. You need to decide what forms will best meet users' needs. Here again, an experienced technical writer can help. Based on his or her experience, the writer can recommend and even test to see what will work best for your users.

You must also decide the type of documentation needed. More than one type of manual may be required. One manual (often called a reference manual) may be an alphabetical listing of each software feature with an explanation of how to use the feature. Another manual may be broken down into chapters, each of which addresses how to complete a specific task. Yet another manual may contain step-by-step lessons designed to teach novice users the basics of how to create letters or spreadsheets. These different manuals are targeted toward the varied experience levels of your users. A knowledgeable user can find what he or she needs in the reference manual and the novice can use the step-by-step lessons to get acquainted with the product.

As you can see, many decisions need to be made regarding the form and content of user documentation. The best time to make these decisions is during the early stages of product or system development. That way, you can be sure that the documentation and the system will be in **synch, both in timing and content**. The technical writer can help developers create a good, usable system if they are included as part of the project team. Remember that even the best documentation cannot improve a poorly designed system.

Planning is just the start of ensuring that your documentation is easy to read, understand, and access. Future articles will describe other steps you can take to create good documentation.

Linda Gallagher is the Executive Director of TechCom Plus, a technical writing and consulting firm that specializes in creating understandable user documentation. She can be reached at (314) 537-2675.



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Digitally Integrated Multifunction Peripherals

Office equipment technologies are proliferating at a rapid pace, giving rise to demands for the same operating simplicity from product to product. Simultaneously, manufacturers are hearing demands for a way to combine many pieces of equipment into one efficient and productive, multiple-function product.

Thus, one of the newest trends in computing today is toward multifunction peripherals—single desktop units that combine printing, faxing, copying, and scanning functions.

Jim Ivy, executive vice president of the National Marketing Group at Ricoh Corporation, one of the leaders in multifunctional peripherals, says, "A multifunction machine is any copier or fax that has a computer interface and can do two or more of the following: fax, copy, print, and scan. With more than 80 million PCs in use in American businesses, we see multifunctional machines as one of the fastest growing segments of the information processing industry, and we plan to fully participate and lead in this field. Already we offer more than a half dozen products and that number will continue to grow steadily."

In a collaborative effort with Microsoft, Ricoh devised the Intelligent Fax System (IFS) a turnkey product that seamlessly integrates fax, mail, printing, scanning, and PC networking functions. Almost simultaneously, the company introduced the DS5330, a multifunctional digital copier with laser printer and scanner functions for workgroup use. These products illustrate Ricoh's intention to address personal computer connectivity in digital office equipment.

The IFS66 from Ricoh

The IFS66, one of Ricoh's new intelligent facsimile system products, was designed to incorporate Microsoft Windows At Work, a new integrated office architecture. The IFS66 offers communications capability between office automation devices and PCs, and combines walk-up fax and PC fax functionality, laser printing, and scanning in a single desktop unit.

Karen Hargrove of Microsoft Corporation says, "About four and a half years ago, Microsoft and Ricoh began looking at joint development for products such as the IFS66. The



architecture underneath, which supports some of the advanced capabilities of the IFS, include things like real-time print and multi-tasking operating system. This means you can be viewing, printing and copying documents simultaneously.

"The IFS66 also provides security. One of the biggest problems of fax today is that everyone can view your messages before you do. So the Ricoh IFS66 fax systems incorporate the capability to encrypt and decrypt messages. You can authenticate who you are sending a fax to before it is transmitted and even place an additional signature on the document."

The IFS66 provides increased office productivity through improved communications while reducing both equipment and space requirements. Its features are available through the terminal's user-friendly touch screen display or from any connected PC. It also offers 10 page-per-minute laser printing at 300 dots-per-inch resolution.

Ricoh's Jim Ivy says, "The IFS is truly an exciting breakthrough fax product. With its

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RICOH DS5330

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touch sensitive screen, graphical user interface and Windows-based functionality, document transfer efficiency and productivity will zoom!"

The DS5330, Ricoh's Multifunctional Digital Copier

Recognizing that electronically originated hard copy output is one of the fastest growing segments of the information-processing industry, Ricoh has applied its technology resources, design skills and manufacturing abilities to develop correspondingly advanced document management equipment. One result is the DS5330, a work group digital document system, featuring digital copying, laser printing, and scanning.

The DS5330 is positioned to connect between five and 20 desktop devices of a work group in LAN configurations. It uses a 20MHz, AMD, AM29000 RISC processor with copier and printer functionality at the rate output of 30cpm/ppm.

Handling paper as large as 11 by 17 inches simplex and duplex (ledger size), the DS5330 copier and printer output is 400 x 400 dpi.

For network printer use, the DS5330 comes with Auto Emulation Sensing to switch smoothly between page description languages. Adobe PostScript is standard, as is Hewlett-Packard PCL-5 compatibility.

With the DS5330, Ricoh offers a number of advanced functions such as extended zooms from 25 to 800 percent, and a photo mode. Directional magnification enables reducing and enlarging images vertically and/or horizontally. Other features include double copying, editing, and background numbering (copy security).

In addition to a wide range of multifunction peripherals from Ricoh, the Modern Business Systems office in St. Louis also sells one of Okidata's multifunction peripherals.

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David Lay of Modern Business Systems, says, "In addition to the units described above, we offer several other multifunctional peripherals. These include: Ricoh's MV715 which combines a high-speed laser fax hub, digital copying, and optional 10 page per minute printing from IBM PCs and compatibles; Ricoh's FAX800, a lightweight, compact unit that combines ink jet printer, plain paper fax, auto-switching telephone, and convenience copier into one affordable peripheral; and Ricoh's FAX3500L which combines a high-speed plain paper facsimile, laser printer, and convenience copier in a single desktop unit."

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For more information on a wide range of multifunctional peripherals, call Modern Business Systems at (314) 739-7440.

Fast Forwarding Into the Future

By Chuck Ramsay

The writing is on the wall for much of desktop publishing's future. More and more of our pre-press work will be done on the computer. Less will be done mechanically. Having computer files output directly to printing plates will be common in just a few years. Eventually, computer files will be sent to presses with "electronic" plates and

the option to experiment and modify images will continue on press until the creative team is happy with the image and the switch can be turned on for the full run of the printed material.

Last month, we talked about what it takes to have a comfortable, healthy and productive desktop publishing workplace. This



Chuck Ramsay is the marketing communications manager at LCOMP, a national distributor of electronic components.

month, let's fantasize a bit and think about the evolution of desktop publishing. At a time when it may appear as though we've gone about as far as we can go, there's still some distance to travel in this industry.

When thinking about the future, I envision—first of all—gigantic screens—very large true-color screens in the neighborhood of 35 inches. Today, a 21" screen is considered optimal. But in the near future, the larger screen will not only be more affordable, but a necessity. It will not be because we need to see images that large (although that would be a possibility). More likely, because we tend to work in a variety of applications these days, we'll use these screens to "hold" several windows. Our page layout may be prominently centered on the large screen. But adjacent could be a drawing you are working on that goes into the

layout, a PhotoShop image that you are modifying to fit into the layout as well, and other utilities such as a page imposition program, a window to visualize color trapping, the window for your scanner, and the list goes on.

These large monitors should become flatter, too. That means you could mount them into a wall to alleviate much of your desk clutter. And when talking about monitors, the next issue becomes color.

One of the biggest problems with desktop publishing today is how to work with color. If you are producing a five-color piece that will be a four-color process with a Pantone spot color, you will be confronted with one of the biggest dilemmas in desktop publishing.

Let's say your brochure will contain a photograph from a transparency you have. It will have your company's logo printed in the Pantone spot color (to be corporately correct) and you want to use some tints and solid process colors to set the mood for the brochure. After scanning your transparency and bringing it into your page layout, you literally see the problem. What your screen images look like do not necessarily match the transparency sitting on the light table next to your computer's monitor. The Pantone color chip sitting on your desk may not match the Pantone color on your monitor either. And even if all these colors did match visually, what guarantee do you have that when you output your file that the resulting color-separated negatives would translate to the colors you want when on press?

What will most likely happen is that all the players in electronic pre-press will eventually come up with standard so that the colors you see on your monitor's screen will be true WYSIWYG. And the proofs printed on a color laser printer will be the same true colors, as well as the color separated negs and plates the printer uses.

Our computers will also be hooked up to large, global networks via super fast modems, graphic facsimile machines that send files at imagesetting resolutions. Clip-art, stock photography, fonts, software, and delivery of original art and photos will be done over the phone lines instead of via disk. You will send the final files to your printer over phone lines, as well as receive proofs back the same way.

Another change you can expect is a wide variety of input devices. In addition to your mouse and a scanner, desktop publishers will begin using high resolution cameras, specialized digital pads with different styluses for a large variety of effects, and gadgets like track balls, pistol-grip controllers and the like for adjusting color, brightness, saturation, and contrast of images; tracing images and the like.

The other big area of innovation will deal with multimedia. It will offer almost seamless sharing of images, artwork, text, movies and sound between applications. I believe components like those I just mentioned above will be shared between printed material, pre-press files, presentations, courseware, facsimile transmissions, electronic mail, and shared documents. They will be iconized



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Advanced		
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dBASE IV		
Introduction - Day 1	4	
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Introduction - Day 1	5	7
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Lotus 1-2-3 2.X		
Advanced	Call For Dates	

Class Schedule	Jan	Feb
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Continued on next page

Fast Forwarding Into the Future

Continued from preceding page

and, literally, dropped into one application from another. This will breed a new continuity and time savings for those who work in many media. Communication will become very personalized between one person and their computer and another person and their computer. But the risk of depersonalization will be greatly increased for those who do not understand how to best utilize the media.

Of course, for all this "power" to exist, your little desktop computer will have to be a behemoth. It will have to have lots of RAM memory, probably measured in triple digit megabytes. Storage devices, too, will push into the realm of three-digit gigabytes. They will be small things, not the large 5.25 inch or 3.5 inch disks and cartridges we now have. And they will access data faster and

possess less risk of ever losing data.

There will be more, too—things you and I might not even conceive of yet. Think about the electronic graphic arts tools you use today. Just five or ten years ago, you probably could never have imagined using equipment like this to do your pre-press work. Today, you'd think of nothing else,

There's something else you'll have to be prepared for, too. All this change is going to require us to be open-minded and know how to make the transitions from older technology to new. This is the greatest challenge. With each new generation of products for electronic pre-press comes the trepidation of brave new worlds. Now is a good time to prepare yourself for this next onslaught. 1994 looks like it may just be the vanguard of the future of desktop publishing. ■

IN BRIEF

Chuck Ramsay to Make PageMaker Presentation at GAMUG/Pre-Press SIG Seminar

The Gateway Area Macintosh Users Group (GAMUG) will present a seminar discussing the new 5.0 version of the popular page-layout program PageMaker. Chuck Ramsay, graphics industry consultant, monthly columnist for *St. Louis Computing*, and electronic pre-press professional, will present an overview of the software program and discuss features that enhance the creative process and productivity and features for producing large publications more easily. This seminar was designed for individuals familiar with PageMaker or other page-layout programs. The seminar is hosted by Apple and meets on Tuesday, January 25, from 7 - 9:30 p.m. in the Presentation of the Apple Marketing Center, 12312 Olive Blvd. (just west of Olive and I-270). There is a \$10 fee for the seminar for non-members of GAMUG. Please call Apple for reservations at 1-800-753-9628, Ext. 327.

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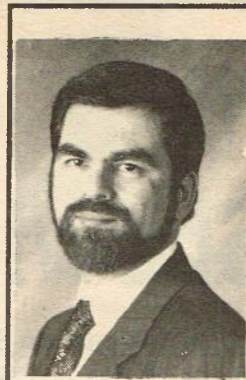
Happy New Year

By Steve Epner

The last article of the year is one of the hardest. It is a time when writers get philosophical. Well, I am no exception, so here goes.

As I look back on the past year, there are many things I have to be thankful for that I do not often acknowledge. As a member of the community, it is important to be thankful for all it has done for us. As a regular part of my business, each year I donate time to at least one charitable organization.

I highly recommend that each of you do the same. There are many organizations that can benefit from some technical or management assistance. This year, I have been helping Metroplex. Their stated goal is to "help the poor become self-sufficient." The



Steve Epner is the president of The User Group, a St. Louis-based full-service consulting firm. He is also the founder of the Independent Computer Consultants Association (ICCA), a national organization of over 5,000 computer consultants.

number of possibilities for volunteer work is almost endless. Somewhere out there is someone you can make a difference for. Do it.

Next, I want to thank the staff at St. Louis Computing. Carol Ellerman is always won-

derful, even when she is calling to remind me that the deadline is once again approaching. Tom Jozwik is always willing to listen to and even groan at my bad jokes. When I stop by to say hello, there are always warm smiles and friendly greetings. (Stop by yourself—they are good people to know.)

As a consultant, I must thank my clients. Without them, I could not have as much fun. This is a great field. They keep me on my toes, and every day teach me something new. In return, I help them wrestle with the issues that are in the forefront at any point in time.

Then there is my family. Again, as a consultant, they have to put up with a lot. There are the late nights (What? You are going to miss dinner again?) The traveling (Well, at least we earn frequent flyer miles and can get out of town—how do you ex-

plain that the last thing you want to do is get on another airplane—you can't; so do it and have a good time.)

Friends are also important. Many of them are through business. As we get sophisticated we call them our network. Be good to it. A well-taken-care-of network will you give you plenty of enjoyment as well as support when you need it.

When you think about it, we all probably have much more to be thankful for than we realize. Sometimes, it might even be hard to see the positives that are out there. Therefore, stop for a minute and look. Take the time to reflect and prepare for next year. It will go faster than this year. Changes will come from all angles. On the surface, many of them may seem threatening. But if we listen carefully, there will be opportunities. A positive attitude will go a long way toward finding the best that is out there.

Finally, think about the resolutions that are made every year only to be broken in the first few days after January 1 (and then forgotten for the rest of the year). Make yourself a promise. Have a great year and share it with others. You cannot do better than that. ■

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Question: What happens if you're driving across Illinois or Missouri with an infant who badly needs a diaper change?

Answer: You improvise on the back seat of the car or have to use a dirty filling station washroom with no table or other surface to work on.

In France, however, you visit one of eight special Infant Centers located on major highways, built, maintained and supplied by the Nestle Corporation. . . all at no cost to you.

How so? Because Nestle sells infant formula. Each summer, 64 hostesses at these rest stops welcome 120,000 baby visits and dispense 600,000 samples of baby food. Their tiny guests use free disposable diapers, changing tables and high chairs. Since opening the Centers, Nestle sales have soared. Market share is up by 24%, against a competitor who outspends them in advertising by 7 to 1.

Do the mothers love it? Nestle gets a 94% approval rating on the Centers and a 97% approval on a related direct mail program offering important information on child care.

Marketing experts have labeled this approach "Relationship Marketing." You can read more about it in the October 25, 1993 issue of *Advertising Age* and in a new book "Beyond Maximarketing: The New Power of Caring and Sharing," by Stan Rapp and Thomas L. Collins.

It's not too hard to see why this approach to marketing is enjoying early success.

● First, it depends on successful positioning of the company or the product line. Nestle has seized the position of "THE baby care authority: people who really care about

me and my child's welfare."

● Second, for all of our talk about improving customer service, most of us don't deliver. How many outstanding experiences have you had in the last week with a retail outlet, with one of your suppliers, or with a fast food restaurant? Most of us grumble a lot about lousy service. Most of us are right.

● Third, as products and services grow more complex and as fewer sales people are present to explain these complexities to prospects, companies that inform or educate their customers are sincerely appreciated and sought out.

The Nestle-France program satisfies all of these requirements very effectively.

So will Relationship Marketing sweep our companies and revolutionize the way we do business, or is it just another fancy way of saying what common sense tells us we ought to do? Perhaps a little of both. But I suggest anyone's business can be improved with a little careful thought and some changes in the way your customer perceives his relationship with you.

Some other success examples we can learn from:

McDonald's is clearly a great case study in marketing success—especially with kids. But look at what many residential neighbor-

hood outlets are becoming: community centers for retirees. In most McDonald's I visit in the morning, there's a group of old folks talking and laughing and having breakfast. I get the feeling that they're together there every day. Is that establishing an important relationship between a retailer and good solid paying customers? Notice also how hard McDonald's is now recruiting older employees.

Land's End Catalog is trying hard to get beyond being just a direct mail clothier for their customers. Now, they'll help you shop for yourself and offer advice for your gift selections. They'll create your logo in embroidery. They've begun now to publish short stories in their catalogs by outstanding, well known writers. They fill their catalogs with warm, people oriented stories about their employees. Wal-Mart, incidentally, now uses their own employees as models in their advertising.

Or consider KMOX radio locally. The deaths of two of the most well known KMOX figures, Robert Hyland and Bob Hardy, stimulated an outpouring of sentiment that showed again the powerful role a radio station, especially a talk station, can play in its listeners' lives. KMOX fans lost important friends—friends they knew and trusted

and spent time with every day—even though most listeners had never met either man and wouldn't have recognized either one if they did. Is it any wonder that KMOX was one of the most powerful and successful radio stations in the country?

So, if relationship marketing really can mean something, what does it offer to you?

Anyone selling goods or services involving computers has a great opportunity to practice relationship marketing. The fact is that most computer end users have very little knowledge of hardware, software, applications or networks. Isn't it true that most of us use only a fraction of the computer power we own?

So, help us. Every business today needs a trusted, involved, friendly computer consultant just like we need an accountant, lawyer and banker. We need a relationship with a computer guru who gets to know our business, our needs, our style and who is pro-active in exposing us to new products that will help us do a better job for less cost. But remember it's a *relationship* you're building.

● Call your clients up occasionally just to see how they are doing.

● Send them important articles that impact their needs.

● Schedule a free review session once or twice a year to chart their progress and to help them plan.

● Be honest, helpful and friendly. You should have lots of clients for a long time.

Of course, this approach applies to all kinds of businesses, not just consulting or

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Over the past several years, *St. Louis Computing* has presented MarketLine as a general business section containing "how-to" articles on business topics, including sales and sales training, financial management, marketing, public relations, advertising, direct mail, and other subjects related to effective business management and communications.

We would welcome submission of articles by our readers discussing effective business communications. The articles can be from 500 to 1000 words in length and we would appreciate getting them on any size computer diskette in any word processing program. If you have any questions, call Carol Ellerman at (314) 426-7200.

The following articles are now available on *St. Louis Computing's* Call Fax information Delivery System. We will be adding additional MarketLine articles to CallFax in the coming months. (To use the CallFax system, call (314) 426-0077 from any touchtone phone and follow the voice prompts.)

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* Denotes new document this month

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102# Form: St. Louis Computing Classified Advertising Form
103# Data: St. Louis Computing Distribution Fact Sheet
104# Data: St. Louis Computing Display Advertising Rates
105# Article: "Risk Free Leads" through CALLFAX
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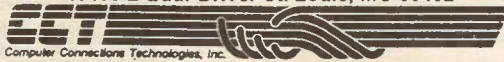
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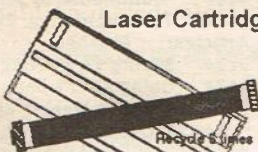
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Relationship Marketing

Continued from page 15

computers. To consider your own business, try the following questions:

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• How can my business become more important to my customers? Do they have other needs I can meet?

• Can brand loyalty be replaced by people loyalty? Can I personally become so important to my customers' business or personal success that they'll never leave me?

The best marketing advice? Whether you're in dirty diapers or computer consulting or dating services (and there is a difference, you know) take a hard look at the relationships that ought to exist between you, your prospects and your customers. Then, make it happen!

Blair Farrell is the president of The Farrell Group, a marketing communications and public relations firm located in the Westport area. For more information, call (314) 991-3555.

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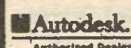
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IN BRIEF

There's A Stranger in Our Midst — A Videotape on Child Abduction

There's A Stranger in Our Midst — a videotape on child abduction — is now available to the St. Louis public through the PATCH program. The videotape, narrated by Ozzie Smith and written and coordinated by David Hammond of Creative Communications, is a powerful nine minute educational videotape that discusses the problems of child abduction in our society. This new, informative video was designed to introduce children of all ages to the ploys and schemes utilized by child abductors. More importantly, it will show children what to do if someone tries to abduct them.

Schools, churches, and parents will want to secure this "must have" video to share with their children. Included are live simulations of many of the tricks child abductors use to lure children. Youngsters will learn how to react when confronted by an inquisitive stranger, what to look for on their way to and from school, and how to resist abductors in public places. Parents and young adults will benefit as well from this informative video. They will learn how to spot suspicious new neighborhood traffic, what to remember about suspicious cars, and how to recall the details if needed later.

The videotape was a pro bono joint venture of several local corporations and video production companies. It can be purchased for \$9.95 from PATCH, 1986 Innerbelt Business Center Drive, St. Louis, MO 63114. For more information, call (314) 890-0202.

January Meeting of St. Louis Users Group for the PC

The newest entry from Microsoft's ever-growing stable of software is "Office for Windows," including Excel, Word, Powerpoint, Access, and Mail, all working together as one. "Office" will be demonstrated by the program's product manager at the Thursday, January 6th meeting of the St. Louis Users Group for the PC in Washington University's Simon Hall, beginning at 7 p.m.

A Microsoft spokesperson says, "Only your Microsoft Office Manager puts all the leading programs right at your fingertips. Your word processor, spreadsheet, presentation graphics, database and electronic mail programs are only a click away." Office works like a single program. For example, just drag a spreadsheet chart and drop it into your word processor, then make changes right there, all in one place.

The meeting, as always, is open to the public; however, several items provided by Microsoft will be raffled off only to members. The meeting begins promptly at 7 p.m. with the second hour devoted to an open forum during which questions pertaining to Office or other computer-related products may be asked. For more information, call Vernon Mottert at (314) 621-6665.

TRI-TEK Sponsoring Enterprise Networking '94

TRI-TEK Information Systems, a St. Louis company specializing in systems integration, is sponsoring Enterprise Networking '94, which will feature the leading national manufacturers of networking and connectivity equipment. The show, which will be held from 8 a.m. to 3 p.m. at Westport Sheraton Plaza Hotel on Friday, January 28, 1994, will showcase new technologies and services available for voice, data, and video.

Business and computer professionals looking for new products, applications, and solutions are encouraged to attend. Attendees will have the opportunity to meet and talk with the network computer industry's most prestigious manufacturers and to participate in seminars on new developments and technologies, which will take place throughout the day.

Admission is complimentary and advance registration is strongly recommended. To register, or for more information, please call TRI-TEK Information Systems at (314) 569-5099, Ext. 300.

Consultant Opens Ferguson Consulting, Inc.

Miriam Ferguson recently announced the opening of Ferguson Consulting, Inc., a data processing and information system organization. Ferguson, who has more than 25 years of data processing and consulting experience, said her company provides quality information system consulting throughout all phases of system development. Although there is much competition, Ferguson said her company is unique to the industry because they offer a written, unconditional warranty on all work performed. In addition, Ferguson Consulting has expertise in fixed-cost projects which guarantee price and deadlines.

The company's offices are located at 12444 Powerscourt Dr. in Des Peres. For more information, call (314) 965-6384.

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IN BRIEF

Data Dash Incorporated Moves

Data Dash Incorporated, a quality provider of data entry services, has moved to larger offices at 6780 southwest Avenue, St. Louis, MO 63143 from its previous location at 8050 Watson Road, St. Louis, MO 63119. Their new voice number is (314) 781-0022 and the new fax number is (314) 781-3537.

Since its inception in 1991, Data Dash has been providing private, business, and government agencies with cost effective alternatives to time-consuming and labor-intensive data entry, data management, and document imaging indexing tasks.

Susan Morton, President of Data Dash, founded the company with a commitment to serving her clients' data needs with speed and accuracy. That strategic decision helped Data Dash to grow rapidly from a single shift of operations to three shifts.

To continue delivering the service that Data Dash customers expect, and to meet the data management needs of new clients, Data Dash required additional space for new employees and equipment. With their typical "Will Do!" attitudes, Morton and her Manager of Operations, Lisa Greeves, found a suitable location, negotiated a lease, and simultaneously ordered telephones, computer equipment, furniture, and supplies in less than two weeks.

The move of people, computer equipment, and furniture was accomplished in a day and a half over the weekend, with no lapse in customer service. In fact, data entry continued on the first day of the move right up until the movers arrived to pull the plugs and haul the equipment away. On Sunday evening, the third shift reported to work in the new location.

Susan Morton says, "Data Dash's growth is tangible evidence of the value of giving the client more than they expect."

Consultant Opens Allen Consulting Group

Allen Consulting Group, a full-service data processing consulting firm, has opened at 10805 Sunset Office Drive, suite 214, St. Louis, MO 63127.

The company provides data processing personnel and computer consultants with expertise in all areas of software and hardware including mainframe, mid-range, and personal computers. Services include application programming, hardware and software conversion, customized software development, testing and training, and a full range of other professional computer services.

Company President Thomas R. Allen has spent over 20 years as a high-level computer specialist in the manufacturing, government, petroleum, insurance, and retail industries. Allen Consulting Group employs only highly-skilled computer professionals with a variety of specialties. Each project is personally overseen by Allen and receives the benefit of his experience. Allen says, "Our philosophy is not just to complete projects, but to solve problems. Our goal is to make the CLIENT successful."

For more information, call (314) 227-9994.

TechCom Plus Bridges Gap Between "Techies" and the Rest of Us

A new firm, TechCom Plus, offers technical writing, editing and consulting services to companies throughout the St. Louis area.

TechCom Plus specializes in creating computer documentation with the end user in mind. The firm's main goal is to make a system easy to use. TechCom Plus will write the documentation itself or work with a client's technical writing staff to ensure that user manuals, online help, and quick reference guides are accurate and understandable. Working with the project management team, the firm can assist in designing systems that fit users' needs. User training and orientation programs can be provided as well. The TechCom Plus staff can also write or edit other types of business information, such as personnel policy manuals, equipment maintenance guides, or reports about research findings.

Located in Chesterfield, TechCom Plus can be reached at (314) 537-2675.

New "Build Your Own PC" Video Seminar Now Available

EZ-PC, Inc. of St. Louis has produced a new video seminar that will guide anyone through the process of building their own IBM compatible PC.

An EZ-PC spokes person says, "Our video demonstrates how easy it is to snap together standardized modules in less than an hour using only a Phillips screwdriver. Building your own PC could save hundreds of dollars and is a fun and educational way to learn what goes on inside that computer."

The \$39.95 video seminar also includes a resource guide with wholesale sources for ordering components. For more information on the EZ-PC video or to order, call 1-800-759-0440.



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IN BRIEF

GAMUG/Pre-Press SIG Sponsors Seminar on PageMaker

The Gateway Area Macintosh Users Group (GAMUG) will present a seminar discussing the new 5.0 version of the popular page-layout program PageMaker. Chuck Ramsay, graphics industry consultant, monthly columnist for *St. Louis Computing*, and electronic pre-press professional, will present an overview of the software program and discuss features that enhance the creative process and productivity and features for producing large publications more easily. This seminar was designed for individuals familiar with PageMaker or other page-layout programs. The seminar is hosted by Apple and meets on Tuesday, January 25, from 7-9:30 p.m. in the Presentation of the Apple Marketing Center, 12312 Olive Blvd. (just west of Olive and I-270). There is a \$10 fee for the seminar for non-members of GAMUG. Please call Apple for reservations at 1-800-753-9628, Ext. 327.

ASM and DPMA to Hold Joint January Meeting

The Association for Systems Management (ASM) and DPMA will hold a joint meeting at the Sheraton Westport Inn on Tuesday, January 11, 1994 starting with a social hour at 6 p.m.

Dr. Mary Sumner will present "Transition to the Information Based Organization," an opportunity to re-energize your business. Transition to the information based organization calls for a new role for the information systems professional. I/S professionals at all levels will become members of functional area teams responsible for streamlining key business processes and designing effective information support systems. Dr. Sumner is currently Professor of Management Information Systems and Coordinator of Academic Computing at SIUE.

Dinner will feature the Healthy Choice buffet which includes tossed salad, fresh fruit, charbroiled chicken breast, herb coated orange roughy, steamed vegetables, with Jell-O molds and fruit yogurt for dessert. Dinner will be served at 6:45, followed by the presentation.

The cost for members of ASM, DPMA, and EDP Auditors is \$20, non-member cost is \$25. For more details about the January meeting, contact Cindy Byrne at (314) 525-5748. For reservations, call (314) 432-0018 before noon, Friday, January 7, 1994.

Does Your Business Need a Network Support Contract?

By Michael Young

As computer networks have proliferated, especially among small- to medium-sized businesses, the question of network support has become a major concern.

Before the days of networks, important data resided on the hard disks of various computers in the business. One computer might be used for invoicing, another for inventory, another for correspondence, and so on. If one computer wasn't working, usually only one or two people were affected. Other business operations could continue without major problems.

Then, when the network was installed, most of the data was moved to the file server. The advantages of this are well-known, but the disadvantages can be of great concern.

Now, in the network environment, if the file server fails, or if the wiring breaks, or if something else goes wrong, the whole business can be shut down. Everyone and everything stops. And every minute that the network is down translates into money that your business is losing.

So, what happens? Larger businesses keep at least one person on staff dedicated to maintaining the network. That person (or in some cases, that group of network support people) receives the training and equipment needed to keep things running smoothly, and can respond quickly to problems that surface. They may have back-up equipment on hand and be on call 24 hours a day.

No matter what size the business is, network support is essential. In fact, smaller businesses are usually less able to absorb the costs incurred by network failures. But can smaller businesses afford to keep someone on call? Yes, through a network support contract.

The Idea Behind Network Support Contracts

The idea behind network support contracts is much like that of a car pool. If a couple of people in the same area get together to drive to work, then each ends up paying a fraction of what they otherwise would. Similarly, if a number of small businesses got together to hire a network expert, they could each pay a fraction of what they would otherwise pay to keep an expert on hand.

Realizing the unique needs of smaller businesses, a number of firms now provide network support contracts. All support companies are not alike, though. And the most complete and comprehensive support contract may not be the best for your business. "Network Insurance"

One type of network support contracts is the "insurance" contract. This type is usually offered by network dealers. For a certain amount of money per year, a dealer will fix your network problems, either on-site or via telephone.

The advantages of "network insurance" are relatively low cost and a place to turn in need. The dealer knows your system well,

usually because he designed it. He also has quick access to replacement parts.

This type of support contract, though, is lacking in a couple of important areas. First, no maintenance of your system is ever being done. It only gets attention when it doesn't work. It's like getting the oil changed in your car when something else goes wrong. It's better than nothing but definitely not recommended.

Second, most dealers are primarily in the business of selling systems, not supporting them. A dealer wants to provide the best service he can, but he usually cannot guarantee that someone will be there to solve your problem within a certain amount of time. A promise to be there "today" or "this afternoon" is not good enough when your business is crippled with a network failure. You need someone NOW!

Total Maintenance Solutions

Another type of support contract available is the "total solution" contract. In the St. Louis area, several firms offer this type of support. Rather than being simply a network maintenance contract, this type is more of an office maintenance contract. Your business pays a certain amount based on the number of computers in your office. If anything breaks (whether it's a computer, a printer, file server, etc.) they will come fix it. Some even offer "dial-in" service for your network, ad call your system regularly to get its "vital signs," even when things seem to be running smoothly.

Service from these firms is usually prompt. This is their main business, and they know that if you feel you're not getting enough attention, you won't continue buying their service for very long.

This level of service has a price, though, and many businesses don't need all of these services. Most computers and printers your business purchases come with warranties. The dealer or manufacturer will fix them free of charge. And if one computer or printer on the network breaks, your business is generally able to cope for a little while, especially if your network is well-designed.

However, if your computer system is older and you do not have a warranty, this type of service may be what you need. In the long run, services such as these do pay for themselves in lost time and equipment. But there is another option.

The Right-Sized Contract

Recently, a different type of support contract has appeared: a service contract (offered both through network dealers and directly to customers) that concentrates on network support. The cost of this type of contract is reasonable, and the level of service offered is often just what is needed.

The right contract for most network users is one that guarantees response within a certain amount of time. It provides for the

Continued on next page

Does Your Business Need a Network Support Contract?

Continued from preceding page

network support your business needs, without requiring you to pay for additional support that isn't needed. Most importantly, it provides for regular maintenance visits on-site, once a month or once every other month, to prevent problems before they become serious, and install software updates and bug fixes from the network software vendor. Bundled in with these contracts are other services, such as off-site back-up tape storage service, and available spare file servers and parts.

Does Everyone Need a Support Contract?

Each business has different needs, and no one type of support contract is best for all businesses. As a general rule, network support contracts pay for themselves quickly.

When deciding what type of support contract to purchase, it is imperative that you examine the needs of your business and ask yourself — What will happen when my

network fails? Do I know where to turn or who to call?

Almost all companies that offer support contracts also offer emergency service to businesses that do not have a support contract. By nature, emergency service is expensive. But it may be a good way to evaluate the responsiveness of firm before committing to a support contract with that firm.

Before things go wrong, take the time to evaluate the services that are available. Keep handy the phone numbers of people to call in case of emergency. Don't wait until it is too late.

Michael Young is with Missouri Computer Services, a company based in St. Charles County that specializes in Novell NetWare and Microsoft NT support. He can be reached at (314) 272-9069.

PEOPLE

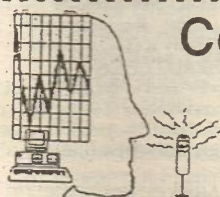
Jeff Haller has been named director of sales and marketing for Advanced Optical Imaging, 900 Walnut Street, St. Louis, MO.

Advanced Optical Imaging is a firm providing complete optical imaging services on a monthly fee basis.

Daniel Breckenridge was named Manager of the St. Louis Region for APG-USA, a management and information systems company.

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COMMUNICATIONS: Procomm+

DATABASE: Paradox for Windows

DESKTOP PUBLISHING: Publish It for Windows

EDUCATIONAL: Where in Space is Carmen
San Diego?

ENTERTAINMENT/

GAME SOFTWARE: X-Wing & Coaster (tie)

MISCELLANEOUS: Simon Says: Christmas Card Maker

OPERATING SYSTEMS: DOS 6.2 Upgrade

PROGRAMMING

LANGUAGE: Turbo C++ Visual Edition

SPREADSHEETS: Quattro Pro for Windows

UTILITIES: Norton Utilities

WORDPROCESSING: WordPerfect 6.0

* IBM Compatible Software

January 1994 Computer Book Best-Sellers

This list was researched and compiled by Bookmark Book Stores
West Port Booksellers, (314) 434-6499.

- | | |
|---|--|
| 1. WordPerfect for Dummies | 6. Using Excel 4 for Windows Bundle |
| 2. Excel for Dummies | 7. Windows for Dummies |
| 3. Macs for Dummies | 8. Using 1-2-3 for Windows, Release 4, Special Edition |
| 4. DOS for Dummies bundle, 2nd Edition | 9. PCs for Dummies |
| 5. Using WordPerfect 5.2 for Windows Bundle | 10. How Computers Work |

COMPUTER CLUB NEWS

MACHINES

ADAM

The Adam computer is no longer manufactured but is still supported, with new hardware and software being developed. The Adam User's Group meets at the Thornhill Library on the 2nd Saturday of each month from 12:30 to 4 p.m. Call (314) 383-3617.

AMIGA

The Gateway Amiga Club meets at 7:30 p.m. on the first and third Wednesday of each month. The first Wed. meeting is held at the Washington University Medical School, 4566 Scott (behind Barnes Hospital). The third Wed. meeting is held at Prairie Commons Library, 915 Utz Lane, Hazelwood. Anyone interested in the Amiga is invited to attend or mail club inquiries to Gateway Amiga club, P.O. Box 811, Bridgeton, MO 63044. BBS # -(314) 381-7504/5507/5878.

APPLE

APPLE JACKS CLUB

AppleJacks supports all users of Apple II & Macintosh products. Meetings are held at 7 p.m. on the 3rd Wednesday of each month in the activity room at the Webster Groves Presbyterian Church, 45 West Lockwood Avenue in Webster Groves. Features include guest speakers, demonstrations & question & answer sessions. Plus, a BBS connected to the Internet, telephone hotline, public domain software libraries, & direct access to Apple Computer Inc. thru AppleLink. For information, call Kent Wilbur at 533-4243 then (1 208 #). BBS # -(314) 225-8008

ATARI

The Atari Users' Group meets at 7 p.m. on the last Wednesday of each month, except each 3rd month. We meet at 12 noon on the last Saturday of each third month (March, June, etc.) at the Thornhill Public Library, Willowick & Fee Fee Road. Membership includes subscription to AIM magazine and club newsletter. 16-bit and "classic" 8-bit model users welcome. For information: call Nick at (314) 741-1505.

COMMODORE

The Commodore Users Group of St. Louis, Inc. (CUGSL) supports all Commodore machines. Membership fee is \$20 per year per family with optional one-time BBS access fee of \$5. Meetings are held the 1st Thursday of each month at 7:30 p.m. at the Bridgeton Trails Branch Library on McKelvey Rd., south of St. Charles Rock Rd. (near DePaul Plaza). General meetings are free and open to the adult public (16 & under admitted with a parent). Members receive our monthly newsletter "Keywords" & have access to our 500+ disk PD/shareware library, special interest group meetings, & many special events during the year. Call (314) 837-0413 and leave a message for more information. BBS # -(314) 837-5757.

DECUS

The DECUS St. Louis User's Group (SLLUG) meet on the 2nd Monday of every month, generally at the DEC facility at 721 Emerson Rd. To subscribe to the Event Flag (our monthly newsletter/meeting announcement) send your name, company, address, phone #, Fax #, e-mail address (internet or internet connected), and your preference for delivery—paper, mail, Fax, or e-mail to Greg Brooks, 5324 Nagel Ave., St. Louis, MO 63109 or send internet mail to gnb@kids.wustl.edu. We will add your name to our mailing list to keep you informed. SLLUG also maintains a library of public domain software locally and is in the process of establishing an internet connected system for mail and BBS activities. For more information on SLLUG & its services, contact Greg Brooks at 454-2713 or via e-mail at address above.

GATEWAY AREA MACINTOSH USERS GROUP

The Gateway Area Macintosh Users Group (GAMUG) meets at 7 p.m. the second Tuesday of every month at the St. Louis University Medical School Learning Resource Center Auditorium, 1 block east of Grand on Caroline. For more information, call Tim Garcia at (314) 664-6972 or write Gateway Mac, P.O. Box 27176, St. Louis, MO 63111. BBS #-(314) 965-0119.

GATEWAY PERSONAL COMPUTER GROUP

The Gateway Personal Computer Group (supporting MS-DOS and CP/M systems) meets on the 4th Tuesday of the month at 7:30 p.m. at the Thornhill Branch Library, Fee Fee Rd. & Willowick (across from Parkway North High School). Meetings are open to the public. The group provides support & assistance to the non-technical PC user. Membership rate for new members costs \$15/yr.; \$20/yr renewal. Membership includes monthly programs, newsletter, software library, one-on-one help. For more information, call Gil Alford at (314) 831-8648.

ST. LOUIS HEATH USERS GROUP

The St. Louis Heath Users Group has been disbanded. Existing memberships will transfer to the SLAC BBS at (314) 367-1903.

IBM

The St. Louis Users' Group for the Personal Computer next meeting will be Thursday, January 6th and will feature a presentation on Microsoft Office. The meetings are always open to the public and are held in the lower level auditorium of Simon Hall at the Business School of Washington University at 7p.m. For more information about the meetings, call Vernon Mottet at (314) 621-6665. BBS # (314) 878-7614.

MONSANTO APPLE USERS GROUP

The Monsanto Apple Users Group (MAUG) meets on the 3rd Thursday of the month. The meeting has software & hardware demonstrations with special interest groups in business applications and also games. All levels of experience on Apple II products are urged to attend. For information on time & location of meetings, contact John Wilson, (314) 694-2447 (8am-5pm).

PCJR USERS GROUP

For information concerning hardware and software support of the PCjr computer system, contact the St. Louis PCjr Users Group, either John Maki at (314) 391-0592 or Robert Webster at (314) 645-5989. BBS # (314) 227-0087.

SOUTH COUNTY COMPUTER CLUB (IBM PC)

The South County Computer Club (SCCC), supporting IBM and compatibles, meets at 7:00 p.m. on the second Wednesday of each month (except December—no meeting) at the Lin-Ferry Branch of the St. Louis County Library, Lindbergh & Tesson. For information: Call Larry (314) 487-7845 or Dave (314) 487-6341 after 7 p.m. (Please do not call the library.)

TEXAS INSTRUMENTS

The St. Louis 99er's (the St. Louis users group for the TI 99/4A) meets at 7 p.m. the 4th Wednesday of each month in the aldermanic chambers of Crestwood City Hall, 1 Detjen (across Sappington from Crestwood Plaza). For information, please call John Briscoe (314) 946-6377, or write St. Louis 99ers P.O. Box 260156, Crestwood, MO 63126. The group provides a contact for hardware and users' help along with a varied software library which cannot be found commercially.

UNIX STL/UNIX USER GROUP

The St. Louis UNIX Users Group meets at 7 p.m. on the second Wednesday of each month at Sunnen Products, 7910 Manchester Rd., 1/2 block east of Hanley. Upcoming topics include UNIX Tools, DBMS & UNIX, Office Automation with UNIX. For more information, contact P.O. Box 2182, St. Louis, MO or call (314) 772-4762.

LANGUAGES & APPLICATIONS

CP/M

CP/M AND NZ/COM

The Data Bytes Users Group of St. Louis (DBUG), formerly the St. Louis Kaypro User's Group, supporting users of CP/M and MS-DOS, meets on the 2nd Saturday of each month at The St. Louis County Library, Thornhill Branch. The program topic for the month and the schedule for special programs varies. Current program information can be obtained by dialing the DBUG Library BBS (314) 821-0638, 2400 bps, 8N1. Voice phone for CP/M programs is (314) 872-8527 or (314) 839-4278.

DATAFLEX

The St. Louis DataFlex Users Group meets monthly at the Thornhill Branch of the County Library. Anyone interested in DataFlex is invited to attend. For date and time of the meeting, call Larry Nobs, MJB Associates, (314) 821-6925.

ENTERPRISE NETWORK USERS FORUM

The Enterprise Network Users Forum (ENUF)—formerly St. Louis VTAM Network Users—meets quarterly on the 2nd Thursday at 1 p.m. Meetings are currently planned for Nov., Mar., May, & Sept. The meeting site varies. The Forum is where a network software or hardware support staff member can go to learn or exchange useable information applicable to Enterprise Networking in the '90s. We have presentations on "legacy networking" & "TWS/PC connectivity" at each meeting. For information, call Larry Lawson at (314) 233-5331 or Brian Clausen at (314) 298-5717.

EXCALIBUR/PLUS

To network with end users of Excalibur Plus Modular Accounting System, call Sandy Ashurst at (314) 921-9877. No meetings, no dues. Monthly newsletter.

FOCUS

The St. Louis Organization of FOCUS (SLOFUSE) meets bi-monthly in the St. Louis area. Meetings are to provide technical assistance for end users and DP staff for both PC and mainframe versions. For information: Rick Powell (314) 231-3720.

GATEWAY/2 OS/2

The Gateway/2 OS/2 users group meets on the second Tuesday of every month from 9 a.m. to 11 a.m. at the IBM Customer Service Center at Maryville Center. (Ask at the reception desk for each month's room assignment.) For more information, call Sara Haenni at (314) 567-1565.

GATEWAY R:BASE

Gateway R:Base Support Network, the organization for professionals supporting Microrim's R:Base, meets on the 1st Thursday of each month at 3:00 p.m. For programs and membership information, call Bill Perry at (314) 842-6942.

GREAT PLAINS ACCOUNTING SOFTWARE

Great Plains Accounting Software User Group meets quarterly on the 2nd Wednesday of the month. New version just released. Call Peggy or Janice (314) 862-5666 for additional information.

MAS 90

For more information on the St. Louis Chapter of the Mas 90, State of the Art, Inc. accounting software users group, call Sue Deters at (314) 997-1989.

MAS 90/METRO AREA

The Metro Area MAS 90 Users Group meets on the third Thursday of each month at 5:30 at CCSC. For directions and additional information, call Duane Quist or Hap Mather at (314) 647-8891.

MISSOURI AREA PROGRESS USER GROUP

The Missouri Area Progress User Group is open to all users of Progress and all interested in Progress. Meetings are held bi-monthly. For more information, call Russ Bryant at (314) 991-8649 for information about membership or vendor presentations.

MS-DOS

The Data Bytes Users Group of St. Louis (DBUG), formerly the St. Louis Kaypro User's Group, supporting users of MS-DOS, meets on the 2nd Saturday of each month at The St. Louis County Library, Thornhill Branch. The program topic for the month and the schedule for special programs varies. Current program information can be obtained by dialing the DBUG Library BBS (314) 821-0638, 2400 bps, 8N1. Voice phone for MS-DOS programs is (314) 821-1199 or (314) 839-4278.

ONE-WRITE PLUS ACCOUNTING SOFTWARE

The One-Write Plus Accounting Software Group meets quarterly on the 2nd Tuesday. Call Peggy or Janice (314) 862-5666.

ORACLE

The St. Louis Oracle Users Group (SLOUG) is a consortium of Oracle users who meet on the first Thursday of March, June, September, and December. For further information, please call Steve Metivier at (314) 878-4777.

PEACHTREE ACCOUNTING

The Peachtree Accounting special interest group meets on the first Tuesday of each month at 745 Craig Road, Suite 104, at 7 p.m. For more information: call Rick Meyer at (314) 993-2685.

ST. LOUIS INFORMIX USERS GROUP

The St. Louis Informix Users Group meets every two months, on the last Wednesday of the month. Don't miss out on the next meeting; call for information and to have your name placed on the mailing list: (314) 997-5580 Ext.242.

SAS SIG

The Gateway Users of SAS Systems (G.A.U.S.S.) meets 4 times a year. For more information, contact Stephen Mandel (314) 577-0786.

SOLOMON III

The Solomon III Users Group meets on the 3rd Tuesday of the

month at 5:30 p.m. Locations change monthly to present various sites for inspection. For information: contact Marc Semanoff at (314) 878-6900.

TELEMAGIC

The Telemagic Users Group meets on the 3rd Wednesday of every month at CCSC, Inc., 2001 S. Hanley Rd., St. Louis, MO 63144, from 5:30 p.m. to 7:30 p.m. For more information and to RSVP, contact Linda McBride at (314) 647-8891.

TIMESLIPS TIME & BILLING SOFTWARE

The TimeSlips Time & Billing Software Group meets quarterly on the 2nd Tuesday. Call Peggy or Janice at (314) 862-5666.

SPECIAL INTEREST GROUPS

ACM

The Association for Computing Machinery (ACM)-St. Louis Chapter normally meets at 6 p.m. on the 2nd Monday of each month at Grone Cafeteria, 4409 Woodson Rd. (1/2 mile south Lambert Airport). For more information, contact Chairman Philip Newell at (314) 232-3528.

APPLEWORKS

The AppleWorks Special Interest Group is sponsored by AppleJacks Computer Club of St. Louis. Meetings are held at 7:30 p.m. on the first Monday of each month at Printing Unlimited, 9504 Gravois (near Mackenzie). For information, call Ralph Lilienkamp at (314) 381-3527.

AUTOCAD

The St. Louis AutoCAD Users Group meets the third Wednesday of each month at Forest Park Community College in Room B112 at 7:30 p.m. For more information, contact: Dave Beal at 644-9291 or Vern Daffron at 394-3700 or 391-9443.

A.S.I.S.T.

The Association of St. Louis Information Systems Trainers is a professional organization involved in all aspects of computer and information systems training. Programs related to training are presented bi-monthly at various business and academic locations. For programs and membership information, contact Barb Stears at (314) 344-5984.

BASIC SIG

The Basic Programming Special Interest Group meets on the fourth Wednesday of the month at the Mid County Branch of the St. Louis Public Library at 7 p.m. For more information, contact the group leader Dennis Dohner at (314) 351-5371.

BLACK DATA PROCESSING ASSOCIATES

The St. Louis Metro chapter of Black Data Processing Associates meets once a month on Wednesdays. For date, time, and location of meeting, write P.O. Box 952, Florissant, MO 63032

CADKEY/MASTERCAM

The CadKey/MasterCam users group will meet on the second Thursday of the month from 6:30 p.m. to 8:30 p.m. at Ultra Comp Headquarters, 3801 Ultra-Comp Drive, Earth City, MO 63045. For more information or to register for the meeting, call Karen at (314) 949-9710.

C/ASSEMBLY SIG

The C/ASSEMBLY Special Interest Group meets the 2nd Thursday of each month at 7:15 p.m. in Lopata Hall at Washington University. For more information: contact the group leader, Jack Palmer, at (314) 822-1397.

CHAMPION ACCOUNTING SYSTEM

The Champion Accounting System Users Group meets on the last Wednesday of each month at the IMS office at 11710 Administration Dr., Suite 22, at 11:30 a.m. (Bring a brown bag lunch.) For more information & to RSVP for meetings, call Richard Gavatin at (314) 432-0997.

CLARION SIG

The Clarion Special Interest Group meets on the third Monday of the month at the St. Louis County Library Thornhill Branch at 7 p.m. For more information, contact the group leader, Bruce Goldstein, at (314) 997-7227.

CLIPPER USERS GROUP

The St. Louis Clipper Users' Group meets on the second Monday of the month at the Hussmann Institute. This is at Hussmann Corporation, 12999 St. Charles Rock Road, Bridgeton, MO. We meet at 7 p.m. Call Bill Kish at (314) 928-0799 if you have any questions.

COREL DRAW!

The CorelDRAW Users Group meets on the second Thursday of the month at Personal Computer Institute, 8961 Page, at 7 p.m. For more information, call Bonnie Zemon at (314) 939-9560.

COUNTY OLDER RESIDENTS COMPUTER CLUB

Group sponsored by St. Louis County, meets at 1 p.m. the 2nd Friday of each month at the Florissant branch of the St. Louis County Library, 195 New Florissant Rd. S. For information, contact membership chairman Gloria Luckett, 314-388-3121.

DBASE SIG

The dBASE Special Interest Group meets the 2nd Wednesday of the month at 7 p.m. at the Thornhill Branch of the St. Louis County Library (Fee Fee & Willowick). For more information: contact Dot Simon at (314) 487-2945.

DESKTOP PUBLISHING SIG

The Desktop Publishing Special Interest Group meets the 3rd Wednesday of the month from 7:30 p.m. to 9 p.m. at Wave Technologies, 111 Westport Plaza, Suite 300 (Gold Tower) For more information, call Peter Joergensen at (314) 622-4526.

DESKTOP PUBLISHING SIG GATEWAY MAC

For information on the Desktop Publishing/Pre-Press Special Interest Group of the Gateway Area Macintosh Users' Group, call Diane Schoenefeld at (314) 458-2181. Meetings are held at Apple Market Center.

ENTERPRISE NETWORK USERS FORUM

The Enterprise Network Users Forum (ENUF), formerly St. Louis VTAM Network Users Group, meets quarterly on the 2nd Thursday at 1 p.m. Meetings are currently planned for November, March, May, and September. The meeting site varies. The Forum is where a network software or hardware support staff member can go to learn or exchange useable information applicable to Enterprise Networking in the '90s. The group has presentations on "legacy networking" and "TWS/PC connectivity" at each meeting. For information, call Larry Lawson at (314) 233-5331 or Brian Clausen at (314) 298-5717.

FOX

The Fox User Group meets on the last Wednesday of the month at 7 p.m. at First Class Solutions, 2060 Concourse Dr. For more information, call Ray Dunn at (314) 997-8998 or Bill Perry at

(314) 842-6942.

GENERIC CAD

The Generic CAD user group meets on the 3rd Tuesday of each month at 7:30 p.m. at Air Masters, 331 Thornton, Rock Hill, MO. For more information, call Ken Kullmer at 727-0345.

GMMA

The Gateway Micro Manager's Association meets on the 2nd Wednesday of each month at 1:30 p.m. in the Webster U. classrooms at Northwest Plaza. GMMA provides a forum to discuss current microcomputer issues and is a tool for professionals who manage company microcomputer resources. A relevant topic is discussed each month, followed by a round-table discussion regarding the day's topic or other pertinent issues facing micro managers. Contact Robin Dean (314) 569-0006 or Marcia Ogle (314) 982-1497. BBS # - 576-0929

HARPER & SHUMAN COMP. FINAN. MGMT. SYS.

The Harper & Shuman Computer Financial Management System package is designed for use by architectural and engineering firms. For information on the next meeting of the user group, call Rick Schawacker at (314) 537-3353.

IE/CASE SOCIETY

The IE/CASE (Information Engineering/Computer Aided Software Engineering) Society meets on the 3rd Thursday of each month at 3 p.m. at Washington University's Prince Hall, Room 229. For more information, contact Rose Hughes at (314) 542-8817 or call our information number at (314) 997-8551.

INFORMIX

The St. Louis Informix users group meets on the last Tuesday of every month. Call phone mail (314) 997-5580 Ext. 242 for more information & to get your name on the mailing list.

INVESTMENT SIG

The Investment Special Interest Group meets the 2nd Thursday of the month at 7 p.m., at the Main Branch of the County Library. For further information and meeting topic, contact Bob Greenstein at (314) 854-5733.

LANDA

The Local Area Network Dealers Association (LANDA) meets the fourth Tuesday of each month at the Westport Sheraton Inn at 6:30 p.m. The meeting is open to anyone involved in local area networks. For more information call Mary Jane Barry, MJB Associates at (314) 821-6925.

LOTUS SIG

The LOTUS Special Interest Group meets the 3rd Thursday of the month at 7 p.m. PCI Personal Computer Institute, 8961 Page Blvd. For more information: contact Joe Evans at (314) 965-0414.

MIDI SIG/FINALE USERS GROUP

The MIDI SIG (Special Interest Group) and Finale Users Group meets every 3rd Tuesday of the month beginning at 6:30 p.m. in the Shaw Music Room at Shattering Music Company, 1810 South Broadway, St. Louis, MO 63104. The MIDI SIG meeting is from 6:30 p.m. to 8 p.m. The Finale Users Group is from 8 p.m. to 9:30 p.m. These live, hands-on sessions are designed help beginning thru advanced users with MIDI, sequencing, and music notation issues. For more information, call (314) 621-2408 or (314) 664-6972.

MLB OF ST. LOUIS

Micro League Baseball of St. Louis is a non-profit group that enjoys baseball and computers. If you have ever wanted to manage your own major league team, call Duke Matlock at 854-1116 or 353-4620 or write: MLB of St. Louis, 5740 Lindenwood, St. Louis, MO 63109.

MCDONNELL DOUGLAS RECREATIONAL COMPUTER CLUB

Membership in the McDonnell Douglas Recreational Computer Club is limited to employees/retirees of MDC and their family members. Support is provided for Amiga, Apple, Atari, Commodore, CP/M, IBM, Macintosh, and Texas Instruments computers. We have over 300 members and perform community service work in the St. Louis area. To contact any of the SIGs, send a letter to Bruce Darrough, President, McDonnell Douglas Recreational Computer Club, P.O. Box 34088, St. Louis, MO 63134. FIDO 100/10 BBS # -(314) 521-8471 & FIDO'S PUPPY BBS # -(314) 521-8197.

MUMPS

For more information on a local MUMPS Users Group, please contact Steve Colburn at (314) 432-5030.

PAGEMAKER FOR IBM PC

For information on the date, time, and place for the PageMaker for the IBM PC User Group, call Phillip Lee at (314) 965-2084.

PARADOX

The Paradox Special Interest Group meets on the 2nd Thursday of the month at 7 p.m. at Personal Computer Institute, 8961 Page Ave. For more information, contact Nancy Morgan at (314) 725-1954.

PRODIGY

For more information on a Prodigy Users Group, contact Paul Murphy at (314) 939-9138 or Prodigy I.D. FTGCOSE

R:BASE SIG

The R:Base Special Interest Group meets the 2nd Tuesday of each month at 7 p.m. at the Rendezvous Cafe. For more information: contact Bill Perry at (314) 842-6942.

REALITY/PICK

A special interest group for users of the Reality/Pick operating system meets on the second Tuesday of the month at 12:00 p.m. at the Shoney's at 2205 S. Grand. The group offers software and technical assistance. For more information, call Debbie Thaxton at (314) 865-3115.

ST. LOUIS AREA COMPUTER CLUB

Meetings are held at 7 p.m. on the first Thursday of every month at the Thornhill Branch of the St. Louis County Library. Meetings are open to the public. Membership dues \$10. For information: Jon Elson, Club President, (314) 965-5523. BBS # -(314) 367-1903

ST. LOUIS MIDI USERS GROUP (SMUG)

SMUG is a dedicated group of metro musicians sharing information on Musical Instrument Digital Interface (MIDI) hardware and software plus recording studio techniques. All levels of users are welcome. Information on user group meetings is available by modem call to the SMUG host BBS (314) 973-4073 or voice call to Rik Brown (314) 625-4052, 6-9 p.m.

Continued on next page

COMPUTER CLUB NEWS

Continued from preceding page

ST. LOUIS MULTIMEDIA USER GROUP

The St. Louis Multimedia User Group is focused mainly on Macintosh computers and peripherals that enhance multimedia presentations. For information on the next meeting, call Kimberly at (314) 725-2776.

ST. LOUIS NETWARE USERS GROUP (SNUG)

The St. Louis Netware Users Group (SNUG) meets on the third Wednesday of each month at the Novell Corporate office, 600 Emerson, 2nd floor at 6:30 p.m. There will be an April meeting. For more information, contact Randy Kendle at (314) 233-1272.

SMALLTALK

A special interest group has been formed for users of SMALLTALK, an object-oriented programming language. The purpose of the group is to learn through sharing. For more information, contact Dennis E. Jorgensen at (314) 746-9145.

SMART SIG

The Smart Special Interest Group meets on the third Thursday of the month at 7 p.m. at Personal Computer Institute (PCI), 8961 Page. For more information, contact Andy Schwartz at (314) 434-3394.

SOCIETY FOR TECHNICAL COMMUNICATION

STC is devoted to the advancement of the theory and practice of technical communication. The St. Louis chapter's monthly meetings feature programs for the education and professional development of members. Call (314) 991-6171.

S. COUNTY OLDER RESIDENTS' COMPUTER CLUB

The South County Older Residents' Computer Club (SCORCC) meets at the Weber Road Branch Library on the 2nd Tuesday of each month from 1 p.m. to 3 p.m. The club is open to county residents 55 years and older. For information, call Victor Colligan at (314) 638-4992 or Armaida Buhlinger at (314) 845-4019 or TDD 3425.

UTILITIES

Call Hal Gutsch at (314) 535-6991 for meeting information.

WINDOWS SIG

The Windows SIG provides information from industry leaders and a technical forum for the exchange of ideas between Windows users. For more information about meetings or the organization, call (314) 353-4207.

WOMEN IN COMPUTING

The St. Louis Chapter of the Association of Women in Computing (AWC) has merged into the St. Louis Women's Commerce Association as a special interest group. Networking, coaching, mentoring, and technical expertise are available. For meeting and/or general information, contact Mary Selby at (314) 867-4084.

WPDO (PENPOINT)

The St. Louis Chapter of the WPDO (Worldwide PenPoint Developers Organization) meets the 2nd and 4th Tuesday of each month in Bryan Hall, R., 509 (CS Dept.), Washington University at 7 p.m. For information, call (314) 935-4845.

WORDPERFECT SIG

The WordPerfect Special Interest Group meets on the second Monday of the month at SSE, Inc., 795 Office Parkway, Suite 101 at 5:30 p.m. For more information, contact the group leader, Jane Schaefer at (314) 721-4647.

WS-2

WS-2 is a general ledger accounting software program designed for up to 1,000 companies with such features as financial statements, report writing, graphics, check writing, payroll, and other integrated software. For information on a WS-2 users group, call Susan Berry at Mueller, Prost, Purk & Willbrand, P.C. (MPP&W) at (314) 862-2070. Fax (314) 862-1549.

METRO EAST

ATARI ST

Star—The ST Atari Resource user's Group of Belleville Illinois meets at 7 p.m. on the 4th Monday at 1050 West Blvd., (Illinois Power Bldg.). Meetings are open to the public. There are hardware/software demonstrations at each meeting along with technical tips for beginners and pros alike. There is a PD library of over 4,000 files. For more information, contact Don Blunt (618) 632-1703 after 6 p.m. week nights.

B.A.U.G.

The Belleville Apple Users Group meets at 7 p.m. on the 2nd Wednesday of each month at various locations. Workshops are held on a Saturday approximately every other month at a designated time and location. The club provides product news of Apple series computers as well as demonstrations of equipment and software. Meetings are held at various locations.

For more information, call Art (618) 397-9463 or Carol (618) 277-2099 or write to the Club's mailbox: BAUG, P.O. Box 1242, Belleville, IL 62223.

D.U.G. COMPUTER CLUB

The D.U.G. Computer Club supports IBM & compatibles, Amiga, Commodore, and Apple computers. Membership is \$20 per year. Meetings are held the 2nd Saturday of the month at the American Legion Hall, 740 Broadway, Venice, IL 62090. General meetings are free & open to the public (16 & under admitted with a parent). Members receive a monthly newsletter & have access to libraries, sig meetings, hands-on & telephone help. For more info, write D.U.G. Computer Club, P.O. Box 311, Collinsville, IL 62234.

EASTSIDE ATARI USERS GROUP

The Eastside Atari Users Group meets on the first Monday of each month at 7 p.m. at the Alton Square Community Room (upper level). The club provides product news and demonstrations of hardware and software for the Atari XL/XE and Atari ST/Mega computers. The meetings are informal and open to the public. The club has no dues; it supports itself by offering club PD software for sale. The club's newsletter is supported by advertising. For additional information: contact Hank Vize, 1811 Seminole Lane, Godfrey, IL 62035, (618) 466-0342. BBS # - (618) 344-8466

EAST SIDE COMPUTER CLUB

The East Side Computer Club (ESCC) meets on the THIRD Saturday of each month at 1:00 p.m. at the Wood River Public Library, 326 E. Ferguson in Wood River, IL. Owners/users of Commodore computers are urged to attend. The meetings are not limited to Commodore—any other computer owners are welcome. For more information, write: ESCC, P.O. Box 276, Godfrey, IL 62035-0276.

GATEWAY COMPUTER CLUB

Gateway Computer Club, a Commodore Users Group, meets on the 3rd Wednesday of every month at the Caseyville Township Center on Bunkum Rd. in Fairview Heights, IL. Meeting starts at 7 p.m. The club supports Commodore, Amiga, Apple, IBM & compatibles. For more information, contact Ken or Juanita Welker at (618) 234-5901.

MADISON COUNTY COMPUTER CLUB

The Madison County Computer Club (formerly Edwardsville Computer Club) meets the 4th Monday of the month at 7 p.m. at The Well United Church of Christ, 180 Cottonwood Rd. Edwardsville, IL. The focus of the club is IBM and compatible personal computers. Membership is \$10 for individual and \$15 for family per year. For information, call Jim at (618) 656-7101.

M.E.C.A.

The Metro East Computer Association (M.E.C.A.) meets on the second Tuesday of each month at 7 p.m. at the J.B. Johnson Career Development Center, 4200 Humbert Road, Godfrey, IL. The club is composed primarily of Apple II owners, but anyone interested in personal computers may attend. For information: (618) 259-2067 or M.E.C.A., 255 Hi Pointe, East Alton, IL 62024

METROMUG

The MetroEast Macintosh Users Group (MetroMug) is dedicated to serving the needs and interests of Macintosh/Performa users and enthusiasts in the MetroEast area. General membership meetings are held monthly on the third Tuesday evening. For more information, drop a note at P.O. Box 325, Belleville, IL 62222 or contact us thru our America On-line account 'MetroMUG' or via Internet at 'MetroMUG@AOL.Com'.

(TAPMUG)

The Alton PC MS-DOS Users Group (TAPMUG) meets at 7 p.m. on the third Tuesday of each month in Rainbow Software, 215 E. Center Drive, across from Alton Square. The club has an extensive shareware library. There are no dues but an annual fee of \$5 is requested if the members want the monthly newsletter. Membership benefits include technical help, training sessions, and answers to questions and problems from veteran computer users. For more information, call Jim Kulp (618) 465-2093 or Ray Speer (618) 251-4604.

To place a new club or update your current listing, your information must be received by the 9th of the month one month prior to publication. Mail to Club News, c/o Carol Ellerman, St. Louis Computing, 8961 Page Blvd., St. Louis, MO 63114.

BULLETIN BOARDS

Continued from preceding column

Invest Quest	(314) 644-6747/6688	(314) 829-5747Pager
Kingdragon World	(314) 664-5418	(314) 776-1317
Library-DBUG	(314) 821-0638	(314) 821-9147
LifeSupport BBS	(314) 381-9560/9561	(314) 381-0623
LIVE FREE OR DIE	(314) 832-2383 24 hours	(314) 832-7070
Loop	(314) 862-1253	(314) 862-4961
MarketPlace	(314) 521-3732	(314) 524-4850
MG Club Of St. Louis	(314) 863-7205	(314) 863-2380
Morningstar BBS	(314) 394-7719	(314) 394-3200
Night Owl	(314) 942-4758	(314) 942-3646 Home
Noah's Arcade	(314) 343-8606	(314) 343-4331
Offworld	(314) 580-0164	0-700-Offworld
OneNet	(314) 664-1285	(314) 776-1410
Quantum Sword	(314) 938-5285	(314) 938-5288
Pinnacle Club	(314) 773-7337	(314) 664-1468
QuadStar BBS	(314) 721-3586	(314) 721-2277
Repair Crew BBS	(314) 846-9059	(314) 846-7534
St. Louis County Library	(314) 569-1032	
St. Louis Online	(314) 973-4073	(314) 625-4052
St. Louis Shareware	(314) 638-3041	(314) 544-1843
St. Louis Users Group		
for the PC	(314) 878-7614	(314) 275-8618
6 Sigma TQM	(314) 349-7616	(314) 349-1893
SLACC Stack	(314) 367-1903	(314) 275-6316
S.S.M.A.R.T.	(314) 781-6397 (NEWS)	(314) 768-5200
\$murph Land	(314) 741-1984	(314) 741-3325
Something in the Attic	(314) 275-7357 24 hours	(314) 275-7255
Starlight Zone	(314) 428-3234	(314) 427-8764
***STL CAT II	(314) 351-7150/353-9441	(314) 481-7040
Strange Brew	(314) 394-4809	(314) 394-6211
Stryder Communications	(314) 838-7020	(314) 838-6839
Time Traveler	(314) 522-8045	(314) 524-1012
Western Horizons	(314) 726-5744	(314) 726-6903 Ask for Andrew
Wurmeborne Rangers	(314) 524-6332	(314) 524-2472
ILLINOIS (OR OTHER)		
BOARD NAME	BBS NUMBER	VOICE NUMBER
The Basement Corner	(618) 286-4536	(618) 286-3830
Compu-Link Support BBS	(618) 288-3142	(618) 692-8645Pager
DABBS/ITABBS	(618) 256-9200	(618) 256-9380
Dark Star VI	(618) 344-9048	(618) 344-8853
Dawg Pound	(618) 236-9495	(618) 236-9817
The Dead Zone	(618) 692-1553	(618) 692-9141
Fantasy Island	(618) 254-6804/9029/9107	(618) 254-2737
Ice House	(314) 541-9088 (St. Louis #)	(618) 234-9312
	(618) 234-9260	
Info Quest	(618) 453-8511	(618) 549-3414
In the Eye of the Wolf	(618) 233-0560	(618) 233-0428
JAFO! BBS	(618) 797-1675	(618) 797-1661Mark
		(618) 692-1652Pat
Lost Worlds	(618) 277-6417	(618) 277-8753
The Masters Place	(618) 234-4043	(618) 236-3630
My BBS	(618) 451-1129	(618) 624-6070
The Night C/I/E BBS	(618) 744-0017	(618) 744-1302
Party Line BBS	(314) 845-7937	(314) 894-8364
	(618) 799-8996	
Purple Toupee	(618) 254-2923	(618) 254-6319
Shadowdale	(618) 234-8035	(618) 234-5677
Stonehenge	(816) 269-3993	(816) 263-6693
TCS BBS	(618) 233-0265/6982	(618) 233-9473
Tha Link	(618) 451-2329	(314) 538-3101
The Tropic of Cancer	(618) 482-5231/5240/5241	(618) 482-5230
The Vietnam Vets' BBS	(618) 566-7832	(618) 566-8623
Wizard's Lair	(618) 398-2305	(618) 398-2655

*** Indicates new or changed listing this month. If you would like to list your bulletin board with us, send the board name, board number, your name, voice number, and mailing address to: BBS List, c/o Carol Ellerman, 8961 Page, St. Louis, MO 63114 or fax to (314) 426-7356. Readers and Sysops: Please notify Carol Ellerman at (314) 426-7200 of discontinued boards. Thanks!

BULLETIN BOARDS

BOARD NAME	MISSOURI BBS NUMBER	VOICE NUMBER
Absolute Value	(314) 731-7934	(314) 429-5759
Access Imaging	(314) 664-8220	(314) 664-4646
After Hours	(314) 899-1400	(314) 899-0601
American Liberator	(314) 343-4759	(314) 343-1849
AppleJacks	(314) 225-8008	(314) 225-0672
***Alchemist's Lab	(314) 394-4295	(314) 746-9821
Aviary	(314) 544-2569	(314) 544-0567
Coffee Shoppe	(314) 861-1867	(314) 861-1629
Computer Addict	(314) 1+285-4691 Toll-free from St. Louis	(314) 285-1614
Computers Plus	(314) 349-9144	(314) 849-7283
Corner Market BBS	(314) 225-2374	(314) 225-1792
CUGSL BBS	(314) 837-5757	(314) 837-0413
***Den of Happiness, Inc.	(314) 432-4411 10 in-bound lines	(314) 432-2158
Digital Bellbottoms	(314) 427-4152	(314) 427-7232
Dragon's Flight BBS	(314) 631-0770	(314) 631-3125
Dragon's Lair	1-257-8523 Toll-free from St. Louis	1-257-6000
East-West Gateway	(314) 231-6121	(314) 421-4220
Electro Mail	(314) 429-1799	(314) 429-4023
***Epson News Line	(314) 961-2242	(314) 962-6911
Forest Park ATC	(314) 644-9098	(314) 644-9291
Gateway Amiga	(314) 381-7504/5507/5878	(314) 381-9323
Hellhole	(314) 821-2732	(314) 821-4153
The Hospital	(314) 256-7135	(314) 227-3516
***House of Zero	(314) 279-7270 Toll-free from St. Louis	(314) 278-3986
InfoShare Plus	(314) 731-3239	(314) 731-3007
***The Inkwell	(314) 394-1519	(314) 227-5122
The Insider	(314) 731-2443/2420	(314) 731-2625

Continued in next column

FOR BULLETIN BOARD LISTING

If you are a sysop and would like to make your BBS available to our readers, please fill out the information below and fax it (to 314-426-7356) or mail it (to Carol Ellerman, St. Louis Computing, 8961 Page, St. Louis, MO 63114). The format of our BBS listings will be as shown below; in order to list your board with us, you must provide us with a voice number to include with the listing.

BULLETIN BOARD NAME _____ BBS NUMBER _____ VOICE NUMBER _____

The following information is for our records only and will not be published:

Name _____

Street Address _____

City, State, Zip _____

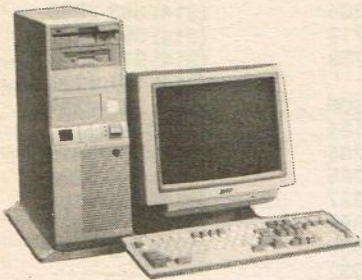
Daytime Telephone Number _____

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VESA Local Bus Orchid Fahrenheit
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6 Serial Ports, 1 Parallel, 1 Game Port
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Guranteed Maximum P.C. Power!

* 25MHZ i486-SX	\$1,648	* 256K Cache	* 340MB SCSI Hard Drive
* 33MHZ i486-SX	\$1,695	* On Board SCSI PCI Bus	* S3 Based PCI SuperVGA
* 33MHZ i486-DX	\$1,875	* Pentium P24 Socket	* 3-1/2" 1.44MB Floppy
* 50MHZ i486-DX2	\$1,964	* 8MB RAM Installed	* 5-1/4" 1.2MB Floppy
* 50MHZ i486-DX	\$2,046	* 128MB RAM Expandable	* DOS 6.2/Winows 3.1
* 66MHZ i486-DX2	\$2,117	* 3 PCI Bus, 5 ISA Bus	* Mouse
		* 7 Drive Bays w/250W	* 101 Keyboard
		* CPU Cooling Fan	* 2 Years Warranty

BayTech Advantage Series!

Less Cost at Maximum Power!

* 25MHZ i486-SX	\$1,012	* 256K Cache	* 245MB IDE Hard Drive
* 33MHZ i486-SX	\$1,059	* 3 VESA Local Bus	* Local Bus S3/SVGA Video
* 33MHZ i486-DX	\$1,239	* Pentium P24 Socket	* 3-1/2" 1.44mb Floppy
* 50MHZ i486-DX2	\$1,327	* 4MB RAM Installed	* 5-1/4" 1.2mb Floppy
* 50MHZ i486-DX	\$1,398	* 128MB RAM Expandable	* DOS 6.2/Windows 3.1
* 66MHZ i486-DX2	\$1,468	* 32 Bit Local IDE Card	* Mouse
		* 5 Drive Bays w/230W	* 101 keyboard
		* CPU Cooling Fan	* 1 Year Warranty

BayTech ECO Series!

Minimize Cost!

Note: AMD386/486 & DLC systm NOT upgradable to 586!

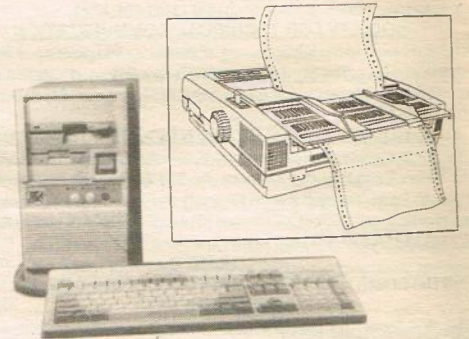
* AMD386-DX40	\$840	* 128K Cache	* 130MB IDE Hard Drive
* 33MHZ i486-SX	\$885	* Pentium Upgradable	* CPU Cooling Fan
* AMD486-DX40MH	\$1,036	* 2 VESA-VL Slots	* 3-1/2" 1.44MB Floppy
* 33MHZ i486-DX	\$1,059	* 4MB RAM Installed	* 5-1/4" 1.22MB Floppy
* 50MHZ i486-DX2	\$1,144	* 128MB RAM Expandable	* DOS 6.2 and Manual
**50MHZ i486-DX	\$1,212	* 5 of 16 Bit, 2 of 8 Bit	* 32 Bit Local IDE Card
* 66MHZ i486-DX2	\$1,280	* 5 Drive Bays w/230W	* 101 Keyboard
		* 1 Year Warranty	* Local Bus SVGA Card
			Cirrus Logic

Happy New Year Package!!

Your computer can expand to a 586 without the lost of your present components! Start with a 486-SX25MHZ. As your needs grow, you can up-grade by exchanging your present CPU and pay the difference. You save money and control how fast you expand your system, step by step, as your demands increase.

Package Consist of:

- Intel 486-SX25MHZ 8K Cahce
- BayTech 486-586 Motherboard
- 128K External Cache
- Non-intergrate Motherboard
- 4MB RAM Expandable To 128MB RAM
- 1.2MB Floppy 5 1/4"
- 1.44MB Floppy 3 1/2"
- 245MB IDE Hard Drive
- 101 Keyboard
- 32bit VESA Local SVGA Card 1MB RAM
- 32bit VESA IDE Local Bus
- Hi Speed Windows & DOS Drives
- Mouse and Windows 3.1
- 24pin Printer 2 Years Warranty
- DOS 6.2 and Manual
- 2 Serial, 1 Parallel, 1 Game Port



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FREE LIBRARY USE:

FREE use of Overland's software library. When you purchase any system from us. You can use our extensive library of 10,000 PC software at no charge. Our library is filled with games, graphics, education, CAD, and more.

IBM 486-SLC Special!

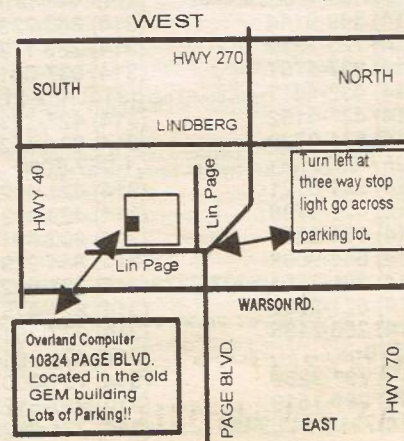
IBM CPU and Motherboard

* VLB486-SLC2/50MHZ \$814	* VESA Local Bus	* 3-1/2" 1.44MB Floppy
* VLB486-SLC2/66MHZ \$873	* 2MB RAM Installed	* 32MB Expandable
	* Local Bus SVGA Card	* DOS 6.0 and Manual
	* 245MB IDE Hard Drive*	* 5 Drive Bays W/230W
	* Faster than 486DX33	* IBM SLC Motherboard
	* 2S, 1P, 1 Game Port	* True Color Support
	* 101 Keyboard	

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Universal Motherboard

What is the advantage of Baytech's 386/486 Universal motherboard!?

You can grow based on your budget. You start with a lower powered cpu and upgrade to a larger cpu without changing any major components.

For example: You can start with an Intel 486-SX 25MHZ CPU and in 6 months you can move to the 486-DX 50MHZ CPU. Prices will be lower. You then call Overland Computer and tell us you are ready to change your processor. You just pay the price difference between SX 25MHZ and DX 50MHZ.

What will your motherboard cost?

Select one of BayTech's motherboards or Universal's motherboards, then add on one of the above processors.

Motherboard (cost) + Processor (cost) = Total will be your cost.

Note: CPU prices change without notice!

Note: BayTech's VESA Motherboard uses only Intel & AMD Processors (CPU)

Please call for current prices!!!!

	Quantity Up to 3	Quantity More Than 3
Motherboard		
*Pentium PS, 586/60,66MHZ w/512K Cache	482.00	455.00
*Local VESA 486/386 Universal w/128K Cache	105.00	99.00
*BayTech Local VESA 486/586 w/128K Cache	98.00	93.00
*BayTech Local VESA 486/586 w/256K Cache	109.00	103.00
*EISA VESA 486/586 w/256K Cache	312.00	295.00
*EISA VESA 486/586 w/512K Cache	458.00	433.00
*PCI BayTech 486/586 w/256K Cache	317.00	299.00
ISA 386-SX 40 MHZ W/AMD CPU	73.00	69.00
ISA 286-20MHZ W/CPU	71.00	67.00

CPU

AMD 386-DX 40MHZ	48.00	45.0
Intel 486 SX 25MHZ	100.00	95.00
Intel 486 SX 33MHZ	139.00	132.00
Intel 486 DX 33MHZ	312.00	295.00
AMD486 DX 40MHZ	285.00	269.00
Intel 486 DX 50MHZ (Not DX/2)	468.00	442.00
Intel 486 DX2/66MHZ	528.00	498.00
TI/Cyrix 486 DLC 33MHZ	63.00	59.00
TI/Cyrix 486 DLC 40MHZ	80.00	76.00

Math Co-Processor:

Note: Intel and AMD 486-DX do not need a Math Co-Processor. Because the 387 Math Co-Processor is built into the 486-DX CPU. However the TI/Cyrix does need an external Math Co-Processor.

For those of you who have TI/Cyrix CPU's here are Math Co-Process

TI/Cyrix 387-33MHZ	44.00	42.00
TI/Cyrix 387-40MHZ	48.00	45.00

Graphic Card

Monochrome w/LPT1	12.00	11.00
ISA, 256K VGA Card, Trident	29.00	27.00
ISA, 512K VGA Card, Trident	38.00	36.00
ISA, 1MB, SVGA Card, Trident	62.00	58.00
ISA, 1MB, 24bit, Win. Aclr.	call	call
VESA Local, 1MB RAM, Super Genoa	call	call
VESA Local, 1MB RAM, Orchid, S3	call	call
2MB VGA RAM Expandable	0.00	000.00
VESA Local, 1MB RAM, Tseng Lab.	call	call
VESA Local Cirrus Logic, 1MB	88.00	84.00
2MB RAM Expandable	00.00	00.00
Diamond Viper, VLB-2MB, 50m. Winmark	call	call
1280 x 1024 x 256 Colors at 74HZ	call	call
Diamond, 24 VESA Local, 1MB RAM	00.00	00.00
Typhoon All in One, VESA IDE I/O and	104.71	98.89
1MB VESA Local SVGA	105.00	99.00
and DOS Drivers(Fast 32 bit Access)		

I/O Card

Printer card, 8 Bit, LPT 1,2,3	12.00	11.00
8 Bit Multi I/O	12.00	11.00
16 Bit ISA IDE & Multi I/O	15.00	14.00
32 Bit VESA IDE & Multi I/O (G)	29.00	27.00
BayTech VESA IDE/I/O W/Drivers	64.00	60.00
16 Bit, IDE & Floppy Controller	13.00	12.00
URT 1604 Single Chip	call	call
URT 1604 Multi I/O	call	call
URT 4 Serial Port	106.00	100.00
VESA Local IDE Caching 0 K	217.00	205.00
SCSI LogicBus VESA Local	call	call
SCSI VESA Local Bus (G)	148.00	139.00

Floppy Drives

TEAC 2.88MB, 3-1/2"	93.00	88.00
TEAC 1.44MB, 3-1/2"	45.00	43.00
TEAC 1.2MB, 5-1/2"	57.00	54.00
SamSung 1.2MB, 5-1/4"	48.00	45.00
SamSung 1.44MB, 3-1/2"	39.00	37.00
Mitsumi 1.2MB, 5-1/4"	call	call
Mitsumi 1.44MB, 3-1/2"	call	call
5-1/4" Frame for 3-1/2" Drive	6.00	4.00

Hard Drive

Seagate IDE 130MB	179.00	167.00
SamSung 354MB IDE 12MS NEW!	300.00	284.00
SamSung IDE 250MB	call	call
W.D. IDE 245MB	247.00	234.00
Quantum IDE 245MB	277.00	262.00
Seagate IDE 215MB	253.00	239.00
Seagate IDE 360MB	322.00	304.00
Seagate IDE 261MB	248.00	234.00
W.D. IDE 340MB	call	call
Quantum IDE 520MB	call	call
Call for SCSI Drives		
Seagate SCSI 1 Giga, 11MS	call	call

Monitor

SVGA DOT .39 14 1024 X 768 NEW	212.00	200.00
SVGA DOT .28 14 1024 X 768 NEW	246.00	233.00
Orchestra DOT .28 14" 1024 X 768	270.00	255.00
72HZ VESA DOT .28 14" 1024 X 768	389.00	call
CTX 15" Flat 1561	398.00	377.00
CTX 15" Flat 1560 Digital	416.00	393.00
72HZ VESA DOT.28 15" 1280 X 1024	483.00	456.00
72HZ VESA DOT.26 17" 1280 X 1024	call	call
DaeWoo DOT .28 20" 1280 X 1024	0 0.00	00.00
ViewSonic, KPC, Sony, NEC	call	call

Tape Backup

Colorado, 120MB, INTERNAL, DJ-10	call	call
Colorado, 250MB, INTERNAL, DJ20	call	call
EXT. KIT W/CNTL	call	call
Colorado External 250MB Using	call	call
Printer Port! Good for Small Office		

Modem & FAX

2400 Baud, Internal	32.00	27.00
2400 Baud, External	call	call
9600/2400 FAX & Modem Internal	46.00	44.00
9600/14.4K FAX & Modem Internal	139.00	132.00

Mouse

Bus Mouse, MS Compatible	38.00	36.00
True Mouse, Serial	16.00	8.00

Case & System

Mini Tower W/230W 5 bays, 8 Slots	39.00	36.00
Medium W/230W, 7 bay, 8 Slots	77.00	73.00
Full Tower W/230, 9 bay, 8 Slots	97.00	92.00
Desk Top W/230, 5 bay, 8 Slots	60.00	57.00

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486 VLB Motherboard	4Mb RAM Memory	270Mb IDE Hard Drive
1 Mb VLB SVGA Adapter	14" .28 70Hz N.I. Monitor	VLB IDE Hard Drive Controller
1.2 & 1.44 TEAC Floppy Drives	220 Watt UL Power Supply	Enhanced 101 Keyboard
2 Serial/ 1 Parallel/ 1 Game Port	Logitech Mouse	MSDOS 6.2 / Windows 3.1

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486Sx.....	\$1700	486Dx2-66.....	\$2200
IBM 486 SLC-66 CPU VESA System....		\$1800	

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